

# HOMeward FUTURES LTD

## POLICIES & PROCEDURES MANUAL

### SECTION 3 — RESIDENT SAFETY & RISK MANAGEMENT

#### Managing individual, behavioural, health and environmental risks

**Service:** Homeward Futures LTD

**Service Type:** Semi-Independent Supported Accommodation

**Residents:** Care Leavers and Young Adults Aged 18–30

**Support Model:** Individualised support packages of 10–30 hours per week

**Support Delivery:** 1:1 support and structured group support

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## POLICY 25 — RISK ASSESSMENT & RISK MANAGEMENT POLICY

### 25.1 Policy Statement

Homeward Futures LTD is committed to identifying, assessing and managing risks to residents, staff, visitors and others while promoting resident independence, choice and positive risk-taking.

The service recognises that risk is a normal part of independent living. The purpose of risk management is not to eliminate all risk or unnecessarily restrict residents, but to identify foreseeable risks and put proportionate measures in place to reduce the likelihood or impact of harm.

Risk management will be person-centred, strengths-based, proportionate and regularly reviewed.

Risk assessments will take account of the resident's circumstances, vulnerabilities, strengths, preferences, behaviours, environment, support needs and goals.

### 25.2 Scope

This policy applies to:

- all Directors and Owners;
- Service Managers;
- Support Workers and Key Workers;

- agency and temporary workers;
- contractors and volunteers where relevant; and
- all residents where individual risk assessment is required.

## **25.3 Types of Risk**

Risk assessments may consider, but are not limited to:

- safeguarding;
- abuse, neglect and exploitation;
- missing episodes;
- self-neglect;
- self-harm or suicidal thoughts;
- mental health and emotional wellbeing;
- substance misuse;
- violence or aggression;
- criminal or sexual exploitation;
- county lines or gang involvement;
- domestic abuse;
- relationships and peer influence;
- fire and environmental safety;
- property security;
- accidents and injuries;
- health conditions;
- medication-related risks;
- financial vulnerability;
- online and digital risks;
- risks associated with visitors;
- tenancy and accommodation risks; and
- risks associated with community activities or appointments.

## **25.4 Risk Assessment Process**

Risk assessments should:

1. Identify the potential hazard or concern.
2. Identify who may be affected.
3. Consider the likelihood and potential impact of harm.
4. Consider existing protective factors and strengths.
5. Identify measures that can reduce or manage the risk.
6. Identify the responsibilities of staff and the resident.
7. Identify when professional or emergency intervention may be required.
8. Establish when the assessment should be reviewed.

Risk assessments must be proportionate to the identified risk.

## **25.5 Positive Risk-Taking**

Homeward Futures recognises that excessive restriction can undermine independence.

Where a resident wishes to make a decision that involves an identifiable risk, staff should consider whether the risk can be safely managed rather than automatically preventing the activity.

Staff should:

- discuss the risk with the resident;
- ensure the resident understands relevant consequences;
- identify reasonable safeguards;
- consider the resident's capacity where relevant;
- consider safeguarding concerns;
- seek professional advice where appropriate; and
- document significant decisions.

## **25.6 Immediate Risk**

Where there is an immediate threat to life or serious injury, emergency services must be contacted.

Staff must not delay emergency action while waiting for management approval.

Once immediate safety has been addressed, the DSL, Service Manager or on-call manager should be informed and the relevant risk assessment and support plan reviewed.

## **25.7 Review of Risk Assessments**

Risk assessments must be reviewed:

- at admission;
- following significant incidents;
- following safeguarding concerns;
- following changes in behaviour;
- following changes in health or circumstances;
- following missing episodes where relevant;
- where substance misuse becomes a concern;
- where there is increased risk of exploitation;
- following significant changes to accommodation;
- when support needs change;
- when existing control measures are no longer effective; and
- as part of planned support reviews.

## **25.8 Recording**

Risk assessments must be factual, proportionate, clear and understandable.

Records should distinguish between:

- known facts;
- information reported by others;
- professional observations; and
- professional judgement.

Risk assessments must be stored securely in accordance with Homeward Futures' information governance and data protection procedures.

## **25.9 Responsibilities**

All staff have a responsibility to identify and report emerging risks.

Managers are responsible for ensuring significant risks are appropriately assessed, escalated and reviewed.

The DSL must be involved where the risk has safeguarding implications.

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# **POLICY 26 — HEALTH & SAFETY POLICY**

## **26.1 Policy Statement**

Homeward Futures LTD is committed to providing accommodation and support that is safe, suitable and appropriately maintained.

The service will take reasonable and proportionate steps to protect residents, staff, visitors, contractors and others from avoidable harm.

Health and safety arrangements will recognise that residents are adults living in semi-independent accommodation and will promote residents' ability to take increasing responsibility for their own safety.

## **26.2 Scope**

This policy applies to:

- all Homeward Futures properties;
- residents;
- staff;
- contractors;
- visitors; and
- other persons accessing the accommodation.

## **26.3 Health & Safety Responsibilities**

The Directors and management team are responsible for ensuring appropriate health and safety arrangements are established.

Staff must:

- follow health and safety procedures;
- report hazards promptly;
- report defects or unsafe conditions;
- take reasonable action to prevent immediate harm;
- use equipment safely;
- follow relevant training; and
- record incidents and concerns.

Residents are expected, with appropriate support, to:

- maintain reasonable cleanliness;
- use appliances and facilities safely;
- report defects;
- avoid deliberately creating hazards;
- follow reasonable safety arrangements; and
- cooperate with safety checks and necessary maintenance.

## **26.4 Common Health & Safety Risks**

The service will consider risks including:

- slips, trips and falls;
- electrical hazards;
- gas appliances;
- fire;
- unsafe cooking;
- overcrowding;
- defective furniture;
- poor hygiene;
- pests;
- hazardous substances;
- unsafe storage;
- blocked exits;
- property damage;
- unsafe behaviour; and
- environmental hazards.

## **26.5 Hazard Reporting**

Any person identifying a significant hazard should report it immediately to the Service Manager or appropriate member of management.

Where an immediate danger exists, reasonable steps should be taken to prevent exposure to the danger while appropriate assistance is obtained.

## **26.6 Contractors and Maintenance**

Contractors must be appropriately authorised and, where required, suitably qualified.

Maintenance work must be undertaken in a manner that protects residents and staff.

Where necessary, residents may be temporarily restricted from accessing an unsafe area until the risk has been addressed.

## **26.7 Health & Safety Checks**

Homeward Futures will maintain appropriate checks and monitoring arrangements for:

- fire safety;
- electrical safety;
- gas safety where applicable;
- alarms;
- emergency lighting where required;
- communal areas;
- property condition;
- appliances and equipment;
- security; and
- other identified risks.

## **26.8 Review**

Health and safety arrangements will be reviewed following significant incidents, changes to premises or identified hazards and as part of the organisation's quality assurance arrangements.

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# **POLICY 27 — FIRE SAFETY & EMERGENCY EVACUATION POLICY**

## **27.1 Policy Statement**

Homeward Futures LTD is committed to protecting residents, staff and visitors from the risk of fire.

Fire safety arrangements will reflect the type and layout of each property and the needs of the residents living there.

Residents will receive appropriate information about fire safety and evacuation arrangements.

## **27.2 Fire Safety Responsibilities**

Management is responsible for ensuring appropriate fire safety arrangements are in place.

Staff must:

- familiarise themselves with fire procedures;
- report fire hazards;
- ensure residents receive appropriate fire safety information;
- respond appropriately to fire alarms or emergencies; and
- record and report fire-related incidents.

Residents must be encouraged to:

- keep escape routes clear;
- avoid tampering with fire safety equipment;
- use cooking and electrical equipment safely;
- report defects;
- avoid unsafe storage of combustible materials; and
- follow evacuation instructions.

## **27.3 Fire Prevention**

Staff should remain alert to:

- unattended cooking;
- overloaded sockets;
- damaged electrical equipment;
- candles or naked flames;
- smoking-related hazards;
- blocked exits;
- combustible materials;
- inappropriate use of heaters;
- damaged fire doors or safety equipment; and
- deliberate interference with fire safety systems.

## **27.4 Fire Alarm**

If a fire alarm sounds, residents and staff should treat it seriously and evacuate unless there is a clearly established reason not to do so.

Residents should be directed to the designated assembly point where applicable.

## **27.5 In the Event of Fire**

If a fire is discovered:

1. Raise the alarm.

2. Alert others where it is safe to do so.
3. Leave the building immediately.
4. Call **999** and request the Fire and Rescue Service.
5. Do not re-enter the building.
6. Proceed to the designated assembly point.
7. Inform management/on-call arrangements as soon as practicable.

Staff must not place themselves or residents at unnecessary risk attempting to fight a fire.

## **27.6 Residents Requiring Additional Support**

Where a resident has a disability, health condition, mobility issue or other circumstance affecting evacuation, this should be considered within their individual risk assessment and appropriate evacuation arrangements.

## **27.7 Fire Drills and Testing**

Fire safety systems and procedures will be tested and maintained in accordance with applicable requirements.

Where appropriate, evacuation drills or other fire safety exercises will be undertaken.

Any concerns identified will be recorded and addressed.

## **27.8 Fire Safety Incidents**

All fires, suspected fires and significant fire safety incidents must be reported to management and recorded.

Where required, the relevant external authority or emergency service will be notified.

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# **POLICY 28 — FIRST AID & MEDICAL EMERGENCIES POLICY**

## **28.1 Policy Statement**

Homeward Futures LTD is committed to responding appropriately to accidents, injuries and medical emergencies.

The service will provide reasonable first-aid arrangements appropriate to the nature of its activities and accommodation.

Homeward Futures does not provide a 24-hour clinical or nursing service.

## **28.2 Immediate Medical Emergency**

Where a resident appears to be experiencing a serious or life-threatening medical emergency, staff must call **999**.

Examples may include:

- unconsciousness;
- severe breathing difficulties;
- suspected heart attack or stroke;
- serious injury;
- severe bleeding;
- suspected overdose;
- seizure requiring emergency assistance;
- severe allergic reaction;
- serious head injury; or
- other circumstances presenting an immediate threat to life.

Staff must follow emergency operator instructions.

## **28.3 First Aid**

Where appropriate and within the staff member's level of training, basic first aid may be provided while awaiting professional assistance.

Staff must not provide treatment outside their competence.

## **28.4 Medication**

Staff must only assist with medication where this has been specifically agreed, assessed and authorised under the relevant Homeward Futures medication arrangements.

Staff must not administer prescription medication unless they are appropriately authorised and trained to do so.

## **28.5 Emergency Information**

Where relevant and lawfully available, staff should ensure important emergency information is accessible to those who may need it.

This may include:

- emergency contact details;
- relevant health information;
- allergies;
- prescribed medication information; and
- details of relevant professionals.

## 28.6 Ambulance Attendance

Where an ambulance is called, staff should provide relevant factual information to emergency professionals.

Staff should remain with the resident where reasonably possible and safe to do so.

## 28.7 Refusal of Medical Assistance

An adult resident may refuse medical assistance where they have the capacity to make that decision.

Staff should:

- provide appropriate information;
- encourage the resident to seek medical attention;
- consider immediate risks;
- consider mental capacity where relevant;
- escalate safeguarding concerns where appropriate; and
- contact emergency services where circumstances justify doing so.

## 28.8 Recording

Medical emergencies, significant injuries and first-aid interventions must be recorded promptly and accurately.

The incident must also be considered under the Accidents, Incidents & Near Misses Policy.

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# POLICY 29 — ACCIDENTS, INCIDENTS & NEAR MISSES POLICY

## 29.1 Policy Statement

Homeward Futures LTD is committed to identifying, reporting, recording and learning from accidents, incidents and near misses.

The purpose of incident reporting is to protect residents and staff, identify trends, reduce future risks and improve service quality.

## 29.2 Definitions

An **accident** is an unplanned event resulting in injury, illness, damage or loss.

An **incident** is an event or circumstance that requires recording or management because it may affect the safety or wellbeing of a resident, staff member or other person.

A **near miss** is an event that could have resulted in harm but did not.

## 29.3 Examples

Incidents may include:

- resident injury;
- staff injury;
- falls;
- overdose;
- medical emergency;
- fire;
- violence;
- property damage;
- safeguarding concerns;
- missing episodes;
- serious behavioural incidents;
- police attendance;
- emergency service attendance;
- serious threats;
- significant health deterioration; or
- near misses involving potential serious harm.

## 29.4 Immediate Response

Staff must first consider immediate safety.

Where necessary:

- call emergency services;
- provide appropriate first aid;
- remove people from immediate danger;
- contact management/on-call arrangements;
- contact the DSL where safeguarding is involved; and
- take reasonable steps to prevent further harm.

## 29.5 Reporting

Incidents must be reported to the appropriate manager as soon as reasonably practicable.

Staff must not assume that another person will report the incident.

## 29.6 Recording

Incident records should include:

- date and time;
- location;
- people involved;
- factual description;
- immediate action taken;
- injuries or damage;
- emergency services involvement;
- safeguarding considerations;
- management action;
- referrals;
- notifications; and
- required follow-up.

Records must remain factual and objective.

## **29.7 Serious Incidents**

Serious incidents must be escalated to the Service Manager and/or Directors.

The DSL must be informed where safeguarding concerns arise.

External agencies must be notified where appropriate or legally required.

## **29.8 Learning and Review**

Following significant incidents, management will consider:

- what happened;
- whether existing risk controls were effective;
- whether procedures were followed;
- whether the resident requires additional support;
- whether risk assessments require updating;
- whether staff require additional training;
- whether other residents may be affected; and
- whether service procedures should change.

## **29.9 Regulatory Reporting**

Where an incident meets a statutory reporting threshold, Homeward Futures will make the appropriate notification to the relevant authority.

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# **POLICY 30 — SUBSTANCE MISUSE POLICY**

## **30.1 Policy Statement**

Homeward Futures LTD recognises that substance misuse can affect health, safety, relationships, finances, accommodation, emotional wellbeing and vulnerability to exploitation.

The service will adopt a supportive, non-judgemental and harm-reduction approach while maintaining clear boundaries where substance use creates significant risk to the resident or others.

## **30.2 Scope**

This policy applies to alcohol, illegal drugs, misuse of prescription medication and other substances where use creates a risk to health, safety or wellbeing.

## **30.3 Principles**

Homeward Futures will:

- treat residents with dignity;
- avoid unnecessary judgement;
- encourage honest discussion;
- identify risks early;
- promote safer choices;
- encourage engagement with specialist services;
- consider safeguarding and exploitation;
- consider mental health implications;
- protect other residents from significant harm; and
- balance support with reasonable accommodation rules.

## **30.4 Identification of Concerns**

Staff should remain alert to:

- significant changes in behaviour;
- intoxication;
- unexplained absences;
- financial difficulties;
- drug-related paraphernalia;
- deterioration in health;
- increased vulnerability;
- association with exploitative individuals;
- criminal activity;
- threats or violence; and
- changes in engagement.

These indicators do not automatically establish substance misuse but may require further professional consideration.

## 30.5 Intoxication

If a resident appears intoxicated, staff should assess whether there is an immediate risk.

Where the resident is seriously unwell, unconscious, having difficulty breathing, suffering a suspected overdose or otherwise at immediate risk, **999 must be called**.

## 30.6 Support

Where substance misuse is identified, staff should consider:

- discussing the resident's concerns;
- reviewing their support plan;
- providing harm-reduction information;
- encouraging engagement with appropriate specialist services;
- considering health and mental health support;
- reviewing financial and accommodation risks; and
- considering safeguarding or exploitation concerns.

## 30.7 Drugs on the Premises

Homeward Futures will not permit unlawful drug-related activity within its accommodation.

Staff must not place themselves at risk by attempting to confront residents or suspected dealers.

Concerns should be reported to management and, where appropriate, the police.

## 30.8 Safeguarding

Substance misuse may increase vulnerability to:

- criminal exploitation;
- sexual exploitation;
- county lines;
- modern slavery;
- financial abuse;
- domestic abuse; and
- coercion.

Where such concerns exist, the Safeguarding Adults Policy must also be followed.

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# **POLICY 31 — MENTAL HEALTH, EMOTIONAL WELLBEING & RESILIENCE POLICY**

## **31.1 Policy Statement**

Homeward Futures LTD recognises that emotional wellbeing and mental health are important components of successful independent living.

The service aims to support residents to develop emotional awareness, coping strategies, resilience and the confidence to access appropriate professional support.

Homeward Futures is a semi-independent support service and does not provide specialist mental health treatment.

## **31.2 Principles**

Staff will:

- treat residents with dignity and respect;
- listen without unnecessary judgement;
- encourage open communication;
- recognise changes in behaviour and wellbeing;
- promote healthy routines;
- encourage appropriate professional support;
- support residents to develop coping strategies;
- promote resilience and independence; and
- escalate significant concerns appropriately.

## **31.3 Signs of Concern**

Staff should remain alert to significant changes such as:

- withdrawal;
- isolation;
- persistent low mood;
- significant anxiety;
- changes in sleep;
- changes in eating;
- loss of motivation;
- deterioration in personal care;
- increased substance use;
- unusual behaviour;
- expressions of hopelessness;
- significant distress; or

- statements indicating thoughts of self-harm or suicide.

A single indicator does not necessarily indicate a mental health crisis, but significant or persistent changes should be considered.

## **31.4 Support**

Support may include:

- active listening;
- helping residents identify appropriate support;
- supporting appointment attendance;
- encouraging healthy routines;
- supporting social connection;
- helping residents identify coping strategies;
- practical problem-solving;
- support with education, employment or training;
- signposting to health and specialist services; and
- reviewing support plans.

## **31.5 Mental Health Crisis**

Where a resident is experiencing a mental health crisis, staff should assess immediate safety.

Where there is an immediate threat to life or serious harm, **999** must be contacted.

Where urgent but non-life-threatening professional support is required, staff should support the resident to access appropriate NHS, mental health or other professional services.

## **31.6 Capacity and Choice**

Residents are adults and their choices should generally be respected.

Where concerns arise about a resident's ability to understand, retain, weigh or communicate information relevant to a particular decision, staff should consider mental capacity and seek appropriate professional advice.

## **31.7 Review**

Significant changes in mental health or emotional wellbeing should result in consideration of whether the resident's risk assessment and support plan require review.

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# **POLICY 32 — SUICIDE & SELF-HARM PREVENTION POLICY**

## **32.1 Policy Statement**

Homeward Futures LTD takes concerns relating to suicide and self-harm seriously.

The service aims to identify concerns at the earliest reasonable opportunity, respond proportionately to risk and support residents to access appropriate professional help.

The service recognises that residents are adults and that safeguarding must be balanced with autonomy, dignity and independence.

## **32.2 Identifying Risk**

Staff should take seriously:

- direct statements about suicide;
- statements about wanting to die;
- expressions of hopelessness;
- discussion of suicide plans;
- previous suicide attempts;
- self-harming behaviour;
- unexplained injuries;
- significant withdrawal;
- sudden changes in behaviour;
- increased substance misuse;
- giving away possessions;
- significant deterioration in wellbeing; or
- other information suggesting a risk of serious harm.

## **32.3 Responding to Disclosure**

Where a resident discloses suicidal thoughts or self-harm:

Staff should:

1. Listen calmly.
2. Take the resident seriously.
3. Avoid judgement.
4. Establish whether there is an immediate danger.
5. Avoid making promises of absolute confidentiality.
6. Inform the appropriate manager/DSL where required.
7. Seek appropriate professional assistance.
8. Record the concern factually.

Staff should not attempt to conduct a clinical assessment beyond their competence.

## **32.4 Immediate Risk**

If there is an immediate threat to life or serious injury:

**999 must be contacted.**

Staff should follow emergency operator instructions and inform the Service Manager, DSL or on-call manager as soon as practicable.

## **32.5 Self-Harm**

Where self-harm has occurred, staff should consider:

- immediate medical needs;
- whether emergency assistance is required;
- safeguarding concerns;
- underlying circumstances;
- mental health support;
- substance misuse;
- exploitation or abuse;
- whether risk has increased; and
- whether the support plan requires review.

## **32.6 Safety Planning**

Where appropriate and in partnership with the resident and relevant professionals, Homeward Futures may support the development of a safety plan.

This may include:

- recognising warning signs;
- identifying coping strategies;
- identifying supportive people;
- identifying professional services;
- identifying emergency contacts;
- reducing exposure to known risks where appropriate; and
- agreeing how staff should respond if concerns increase.

## **32.7 Confidentiality**

Information concerning suicide or self-harm will be handled sensitively.

However, confidentiality cannot be guaranteed where information must be shared to protect the resident or another person from serious harm.

## **32.8 Review**

Any significant suicide or self-harm concern must prompt consideration of:

- risk assessment;
- support plan;
- safeguarding;

- professional referrals;
  - staffing arrangements;
  - environmental risks; and
  - whether further management action is required.
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## **POLICY 33 — VIOLENCE, AGGRESSION & CHALLENGING BEHAVIOUR POLICY**

### **33.1 Policy Statement**

Homeward Futures LTD is committed to maintaining a safe environment for residents, staff and visitors.

The service recognises that distressed, aggressive or challenging behaviour may sometimes communicate unmet needs, emotional distress, trauma, frustration or other difficulties.

The service will respond in a calm, proportionate and person-centred manner while maintaining clear boundaries around violence, threats and intimidation.

### **33.2 Principles**

Staff will:

- remain calm;
- use de-escalation wherever possible;
- maintain professional boundaries;
- avoid unnecessary confrontation;
- prioritise safety;
- consider the underlying reason for behaviour;
- avoid punitive responses where possible;
- protect other residents and staff; and
- escalate serious risks appropriately.

### **33.3 Examples**

This policy may apply to:

- verbal aggression;
- threats;
- intimidation;
- harassment;
- physical aggression;

- damage to property;
- threatening behaviour;
- violence;
- aggressive behaviour towards other residents;
- aggressive behaviour towards staff; and
- behaviour creating a serious safety risk.

## **33.4 De-escalation**

Where safe to do so, staff should:

- use a calm tone;
- allow appropriate personal space;
- avoid arguing;
- avoid unnecessary physical contact;
- use clear and simple communication;
- offer reasonable choices;
- reduce environmental stimulation where possible;
- encourage the resident to move away from the immediate conflict; and
- seek management or emergency assistance where necessary.

## **33.5 Immediate Danger**

Where there is an immediate threat of serious harm, staff should withdraw to safety and contact 999.

Staff must not place themselves or others at unnecessary risk.

## **33.6 Physical Intervention**

Homeward Futures does not promote physical restraint as a routine response to behaviour.

Staff must not use physical intervention except where lawful, necessary, proportionate and within their competence, and where required to prevent immediate serious harm.

Any physical intervention must be reported and reviewed.

## **33.7 Following an Incident**

After an incident, staff should consider:

- immediate safety;
- injuries;
- safeguarding;
- police involvement;
- property damage;
- impact on other residents;
- underlying causes;

- risk assessment;
- support plan; and
- whether professional intervention is required.

## **33.8 Recording**

All significant incidents must be recorded factually and promptly.

Management should review significant incidents to identify patterns and preventative measures.

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# **POLICY 34 — INDIVIDUAL RISK & BEHAVIOUR SUPPORT POLICY**

## **34.1 Policy Statement**

Homeward Futures LTD recognises that some residents may display behaviours that present risks to themselves or others.

The service will use individualised, proportionate and supportive approaches to understand behaviour, reduce risk and promote positive outcomes.

Behaviour will not be used to define a resident's identity.

## **34.2 Person-Centred Approach**

Staff should seek to understand:

- what happened;
- what may have triggered the behaviour;
- what the resident was communicating;
- what happened before the behaviour;
- what happened afterwards;
- what support was helpful;
- what increased the risk; and
- what strategies may reduce future risk.

## **34.3 Individual Behaviour Support**

Where appropriate, behaviour-related risks may be incorporated into the resident's individual risk assessment and support plan.

This may include:

- known triggers;
- early warning signs;
- preferred communication;
- de-escalation strategies;
- support strategies;
- boundaries;
- escalation arrangements;
- emergency procedures; and
- post-incident support.

## **34.4 Proportionate Responses**

Responses should be:

- lawful;
- reasonable;
- proportionate;
- consistent;
- respectful;
- clearly communicated; and
- focused on safety and learning.

Residents must not be subjected to humiliating, degrading or unnecessarily restrictive responses.

## **34.5 Behaviour and Safeguarding**

Behaviour that appears challenging may also indicate:

- abuse;
- exploitation;
- trauma;
- mental health difficulties;
- substance misuse;
- domestic abuse;
- criminal exploitation;
- sexual exploitation; or
- other safeguarding concerns.

Staff must therefore consider whether a behaviour concern is also a safeguarding concern.

## **34.6 Review**

Individual behaviour support arrangements must be reviewed where:

- behaviour changes;
- risk increases;
- a serious incident occurs;

- existing strategies are ineffective;
- safeguarding concerns arise; or
- the resident's circumstances change.

## **34.7 Resident Involvement**

Residents should be involved in developing strategies wherever possible.

The service will encourage residents to understand their own triggers, recognise warning signs and develop strategies for managing difficult situations.

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# **POLICY 35 — ENVIRONMENTAL SAFETY & PROPERTY SECURITY POLICY**

## **35.1 Policy Statement**

Homeward Futures LTD is committed to maintaining accommodation that is safe, secure, suitable and appropriately managed.

The service recognises that residents are adults living in semi-independent accommodation and will support residents to take increasing responsibility for maintaining a safe living environment.

## **35.2 Environmental Safety**

Homeward Futures will monitor and address risks relating to:

- communal areas;
- entrances and exits;
- lighting;
- stairs;
- flooring;
- windows;
- doors;
- electrical installations;
- heating;
- appliances;
- furniture;
- kitchen facilities;
- bathrooms;
- waste;
- pests;

- hazardous substances;
- overcrowding; and
- other identified environmental hazards.

### **35.3 Property Security**

Reasonable measures will be used to protect residents and property.

These may include:

- secure external doors;
- appropriate locks;
- controlled access where applicable;
- secure keys;
- appropriate visitor arrangements;
- reporting lost keys;
- appropriate security checks; and
- prompt action where security is compromised.

### **35.4 Keys and Access**

Residents must not give keys or access codes to unauthorised individuals.

Lost or stolen keys must be reported as soon as possible.

Where there is a security concern, management may take reasonable action to protect residents and the property.

### **35.5 Visitors**

Residents may have visitors subject to reasonable accommodation rules and individual risk considerations.

Visitors must not:

- threaten or intimidate residents;
- engage in violence;
- engage in unlawful activity;
- create significant safeguarding risks;
- damage property; or
- compromise the safety of other residents.

Where a visitor presents an immediate threat, staff should contact the police or emergency services as appropriate.

### **35.6 Environmental Hazards**

Residents and staff should report hazards promptly.

Examples include:

- broken windows;
- damaged doors;
- exposed wiring;
- leaks;
- faulty appliances;
- blocked escape routes;
- unsafe flooring;
- pest infestations;
- structural concerns; and
- other conditions presenting a safety risk.

## **35.7 Security Incidents**

Where there is:

- suspected forced entry;
- serious property damage;
- threats to residents;
- unauthorised access;
- theft;
- suspected criminal activity; or
- another significant security concern,

the matter must be reported to management and, where appropriate, the police.

## **35.8 Resident Responsibility**

Residents will be encouraged and supported to:

- keep their accommodation reasonably clean and safe;
- report repairs;
- secure doors and windows;
- look after keys;
- use appliances safely;
- avoid creating hazards; and
- respect the safety of other residents.

The service will use support and education to develop these skills rather than creating unnecessary dependency.

## **35.9 Serious Environmental Risk**

Where an environmental hazard creates an immediate and serious risk, management must take reasonable steps to protect residents and arrange urgent remedial action.

Where necessary, temporary alternative arrangements may be considered.

## **35.10 Monitoring**

Environmental safety and property security will form part of routine management and quality assurance arrangements.

Significant defects, incidents and recurring hazards will be monitored to identify patterns and ensure appropriate action is taken.

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# **SECTION 3 — CROSS-POLICY PRINCIPLES**

All policies within Section 3 must be applied alongside Homeward Futures LTD's wider safeguarding and support framework.

The following principles apply throughout:

### **1. SAFETY**

The immediate safety of residents, staff and others must always be considered.

### **2. PROPORTIONALITY**

Responses must be proportionate to the level of identified risk.

### **3. RESIDENT AUTONOMY**

Residents are adults and their rights, choices and independence must be respected wherever possible.

### **4. POSITIVE RISK-TAKING**

The service will seek to manage reasonable risks rather than unnecessarily restrict residents' lives.

### **5. PERSON-CENTRED PRACTICE**

Risk management must reflect the individual's circumstances, strengths, needs, goals and preferences.

### **6. SAFEGUARDING**

Where a risk may involve abuse, neglect or exploitation, the relevant safeguarding procedures must be followed.

## **7. EARLY IDENTIFICATION**

Staff should identify emerging risks as early as reasonably possible.

## **8. ESCALATION**

Staff must escalate serious or immediate risks and must not assume that another person will do so.

## **9. PROFESSIONAL BOUNDARIES**

Staff must remain within their role, competence and authority.

## **10. MULTI-AGENCY WORKING**

Where appropriate, Homeward Futures will work with relevant professionals and agencies to manage significant risks.

## **11. RECORDING**

Significant risks, incidents and actions must be recorded accurately, objectively and securely.

## **12. REVIEW**

Risk management arrangements must be reviewed when circumstances change or following significant incidents.

## **13. LEARNING**

Incidents and identified risks should be used to improve practice and reduce the likelihood of recurrence.

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# **SECTION 3 — ROLES & RESPONSIBILITIES**

## **Directors / Owners**

Directors and Owners are responsible for:

- overall governance of resident safety;
- ensuring appropriate policies are in place;
- ensuring significant risks are appropriately escalated;
- ensuring serious incidents are reviewed;
- ensuring appropriate resources are available; and

- overseeing organisational learning and improvement.

## **Service Manager**

The Service Manager is responsible for:

- day-to-day implementation of safety procedures;
- ensuring risk assessments are completed and reviewed;
- monitoring incidents;
- supporting staff with risk management;
- escalating serious concerns;
- coordinating appropriate professional involvement; and
- ensuring staff understand relevant procedures.

## **Designated Safeguarding Leads**

The DSLs are responsible for safeguarding-related risks and concerns.

They will:

- oversee safeguarding arrangements;
- respond to safeguarding concerns;
- determine appropriate escalation;
- ensure referrals are made where necessary;
- liaise with relevant agencies;
- ensure safeguarding is reflected in risk assessments and support plans; and
- monitor safeguarding themes and risks.

This is consistent with Homeward Futures' existing Safeguarding Adults Policy.

## **Support Workers / Key Workers**

Support Workers and Key Workers are responsible for:

- identifying emerging risks;
- following risk management procedures;
- supporting residents to manage risks;
- reporting concerns;
- recording significant events;
- escalating serious concerns;
- promoting independence; and
- contributing to reviews of risk assessments and support plans.

## **Residents**

Residents are encouraged to:

- take reasonable responsibility for their own safety;

- follow reasonable safety arrangements;
  - report hazards and concerns;
  - engage with agreed support;
  - treat other residents and staff respectfully; and
  - contribute to identifying ways to manage their own risks.
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## **SECTION 3 — ESCALATION FRAMEWORK**

Where a concern arises, staff should consider the following:

### **Level 1 — Routine / Low Risk**

The concern can be managed through normal support.

**Action:**

- discuss with resident;
- provide appropriate support;
- record where relevant;
- monitor.

### **Level 2 — Increased / Emerging Risk**

The concern requires management consideration.

**Action:**

- inform the Service Manager or appropriate manager;
- review risk assessment/support plan;
- consider additional support;
- consider professional involvement.

### **Level 3 — Significant Risk**

There is a significant risk of harm or serious deterioration.

**Action:**

- escalate to management;
- involve DSL where safeguarding applies;
- contact relevant professional services;
- review risk management arrangements;
- consider whether emergency intervention is required.

## **Level 4 — Immediate / Life-Threatening Risk**

There is an immediate threat to life or serious injury.

### **Action:**

**Call 999 immediately.**

Staff should then inform the Service Manager, DSL or on-call Director as soon as reasonably practicable.

Homeward Futures' safeguarding procedures already establish that staff may contact emergency services directly without waiting for management approval where there is an immediate risk of serious harm.

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## **SECTION 3 — RECORDING REQUIREMENTS**

Records relating to resident safety and risk management must be:

- factual;
- objective;
- accurate;
- contemporaneous wherever possible;
- sufficiently detailed;
- relevant;
- free from unnecessary opinion;
- securely stored; and
- handled in accordance with confidentiality and data protection requirements.

Records should clearly identify:

- what happened;
- when it happened;
- who was involved;
- what was observed;
- what the resident reported;
- what action was taken;
- who was informed;
- what referrals were made;
- whether emergency services were contacted;
- whether safeguarding concerns arose;
- whether risk assessments were reviewed; and
- what further action is required.

These requirements are consistent with Homeward Futures' existing safeguarding recording standard.

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## **SECTION 3 — RELATED POLICIES**

Section 3 should be read alongside:

- Statement of Purpose;
  - Resident Eligibility & Referral Policy;
  - Assessment & Admission Policy;
  - Individual Support Planning Policy;
  - Personalised Support Packages – 10–30 Hours Per Week Policy;
  - Key Working Policy;
  - Resident Rights & Responsibilities Policy;
  - Equality, Diversity & Inclusion Policy;
  - Confidentiality & Information Sharing Policy;
  - Data Protection & GDPR Policy;
  - Quality Assurance & Continuous Improvement Policy;
  - Safeguarding Adults Policy;
  - Abuse, Neglect & Exploitation Policy;
  - Domestic Abuse Policy;
  - Sexual Exploitation Policy;
  - Criminal Exploitation & County Lines Policy;
  - Modern Slavery Policy;
  - Missing Resident Policy;
  - Self-Neglect Policy;
  - Prevent Policy;
  - Whistleblowing Policy;
  - Allegations Against Staff Policy; and
  - Safeguarding Concerns, Referrals & Multi-Agency Working Policy.
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## **SECTION 3 — REVIEW ARRANGEMENTS**

Section 3 policies will be reviewed at least annually, or sooner where:

- legislation or guidance changes;
- there is a significant incident;
- there is a significant change to the service;
- a safeguarding concern identifies a policy weakness;
- an audit identifies a deficiency;
- accommodation arrangements change;
- risk patterns change; or

- management considers a review necessary.

The Directors/Owners are responsible for ensuring that identified improvements are implemented and monitored.

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**Effective Date:** To be confirmed

**Review Date:** To be confirmed

**Policy Owner:** Homeward Futures LTD

**Approved By:** To be confirmed